

karbon
homes

Providing a strong foundation for life.



Replacing your kitchen

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We've pulled together this handy guide to give you an idea of the work that's going to be carried out in your home and to explain what you can expect. This leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way we carry out the work.

Please note, our colleagues and contractors will always carry identification (ID) cards and we encourage you to ask for ID before letting anyone into your home.

Why is the work being done?

We're updating your kitchen in line with what we call our Planned Maintenance Programme. We want to ensure you have a modern, well laid out kitchen that suits your needs.

What work will be done?

- Your old kitchen units, sink, worktops, tiling and floor covering will be removed
- You'll receive an electrical upgrade, including new sockets, some with USB ports
- We may upgrade the electric consumer unit
- We'll carry out any plastering that is required
- We'll fit new modern kitchen units with worktops and matching upstand of your choice, together with a new sink and lever taps
- We'll install a new LED ceiling light
- We'll fit new flooring
- If you've fitted your own flooring and would like to keep it, we'll let you know if we can re-use it.

- Your kitchen will be fully decorated when the work is finished
- Where possible, we'll fit an extractor fan to help reduce condensation.

What choices do I have?

We'll provide you with a range of choices for your new kitchen, including:

- Kitchen unit fronts
- Door handles
- Worktops
- Upstands (where the work surface joins your kitchen wall)
- Flooring.



We'll do our best to design the kitchen around your white goods (fridge, washer and cooker) where possible. We'll always try to take your views into account during this process, but will also consider best options from a safety point of view.

Our vision is for everyone to be treated fairly, with equality of opportunities, freedom, respect and access to our services. To help us achieve this, we'll work to improve accessibility for all, offering reasonable adjustments, adaptations and discussing ways that we can remove any barriers for you. Please let us know if there are any adaptations or reasonable adjustments that you might need as part of these improvements,

If you're planning on replacing any of your white goods, please let us know before the kitchen is designed, so we can ensure that your new appliances fit properly.

Once we've designed your kitchen, we'll ask you to sign to confirm that you are happy with the chosen layout and choices before we begin. We're not able to make changes to this once accepted and the kitchen has been installed. Unfortunately, if you change your mind or refuse the kitchen at this stage you'll be charged for the cost of manufacture. For more information please contact us.





When will the work be done?

One of our Customer Liaison Officers will contact you to inform you when the work is due to start.

Our Customer Liaison Officer will be your main point of contact for any general questions or concerns surrounding the work.

How long will the work take?

Typically, we expect to fit your kitchen in ten working days but this can change dependent on factors such as availability of materials and the extent of works required.

When we've finished fitting your kitchen, our Contractor and Contract Surveyor will plan to visit you to inspect the work carried out and make sure you are happy with your new kitchen.

What do I need to do before the work starts?

Our Customer Liaison Officer will come out to your home before the work starts to cover what you'll need to do before the work begins. This may include:

- Emptying your kitchen cupboards and clearing all your worktops.
- Moving things like your kettle, toaster, and microwave oven into an area where you can use them safely but in a separate room from the kitchen.
- Store away any ornaments and personal belongings to prevent any damage. If you require any temporary storage boxes, please ask our Customer Liaison Officer.
- If your home has not been rewired recently and a new consumer unit (fuse-board) is to be fitted, you'll need to clear the area around your consumer unit. (This may be in the hallway or under the stairs). We may also need to rewire your home if the electrical system is identified as being too old or unsatisfactory. If so, we'll give you more information on the rewire process.
- A qualified contractor will disconnect and reconnect your gas or electric cooker to make sure the work is carried out safely.
- We'll let you know if any floor coverings, furniture or white goods need to be moved to prevent damage during the work. Please let us know as early as possible if you have any support needs that make it difficult for you to lift or move large items. Our contractor may be able to move furniture or flooring for you, however, they can't accept any liability for damage to your belongings and we will ask you to sign a form to say you agree to this.



- If you have laminate flooring installed, we cannot be responsible for any damage to the flooring during the works. We may need to lift all laminate to carry out the works and will be unable to replace it.

If you have any special needs which make it difficult for you to lift or move large items, our team may be able to move furniture or flooring for you. However, they can't accept any liability for damage to your belongings and will ask you to sign a form to say you agree to this.

Any fridges or freezers that need to be moved will be temporarily connected to another socket. However, it's your responsibility to ensure that it remains plugged in for the duration of the work.

What can I expect?

The main disruption during this work will be in your kitchen, where you'll have no access to during the working day. There will be some dust and noise and our contractors will need to be in and out of your home.

Whilst we're completing any plumbing work, you'll be without water and heating for short periods to prevent leaks, but this will never be overnight.

There will be times when you'll be without power while we fit your new kitchen and safely carry out the electrical works but this should only be for short periods of time. We'll always treat you and your home with respect, cleaning up any mess and packing away all equipment at the end of each day.

It would be helpful for you to allow our teams access to your home while we carry out the work, but if there are any problems or changes please let us know as soon as possible.

Once we've updated your kitchen, we'll show you how to use any new equipment and will make sure we leave you with any instruction manuals you might need.

Customer satisfaction survey

A company called Acuity are helping us to understand how you found your experience and are running surveys to gather your feedback. When we've completed our work, you'll be contacted to share some feedback, which is really important to us.

All our customer policies and key information documents are available on the Karbon Homes website and MyKarbon portal. These digital tools have an easy-to-use assistive tool that supports access to our information. This includes translation, audio, changes to the size of text, a ruler and screen mask. We also aim to make our information and services more accessible by using Plain English in our communications, offering sign language and language interpreters where required.

We can work together to look at the different options available and agree what adjustments would be reasonable to your individual circumstances. If you would like to find out more, please get in touch.

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Registration No.7529